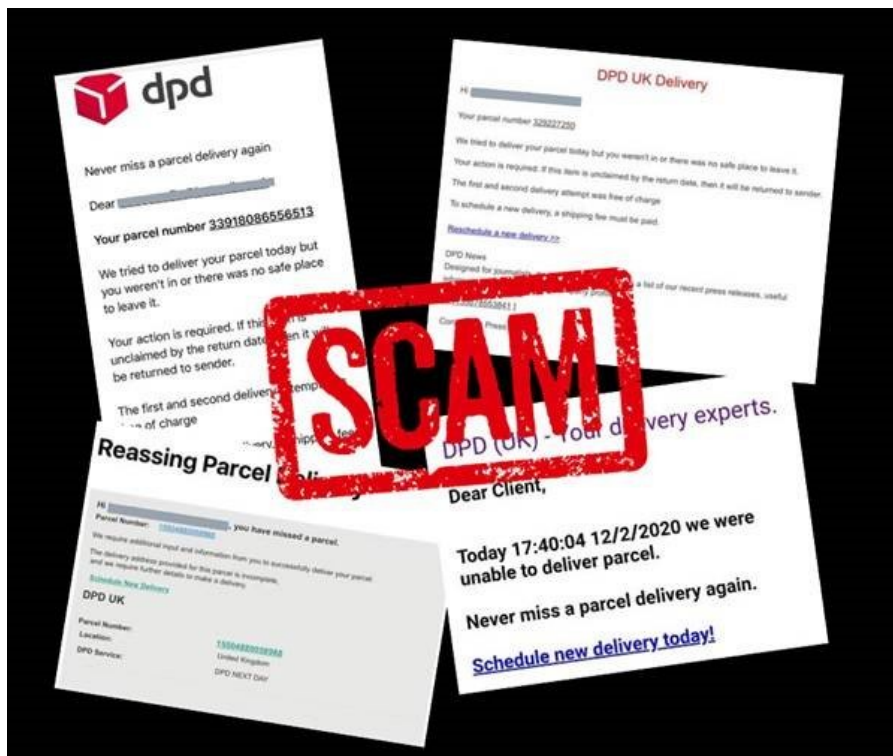


## Scam Alert – Emails claiming to be from 'DPD' – 10 December 2020

We are warning about emails circulating claiming to be from 'DPD' suggesting that you have missed a delivery.



The emails all contain a link that asks you to provide personal information, to arrange a new convenient time to receive your parcel. Some emails request financial details to be able to take a small payment 'for redelivery'.

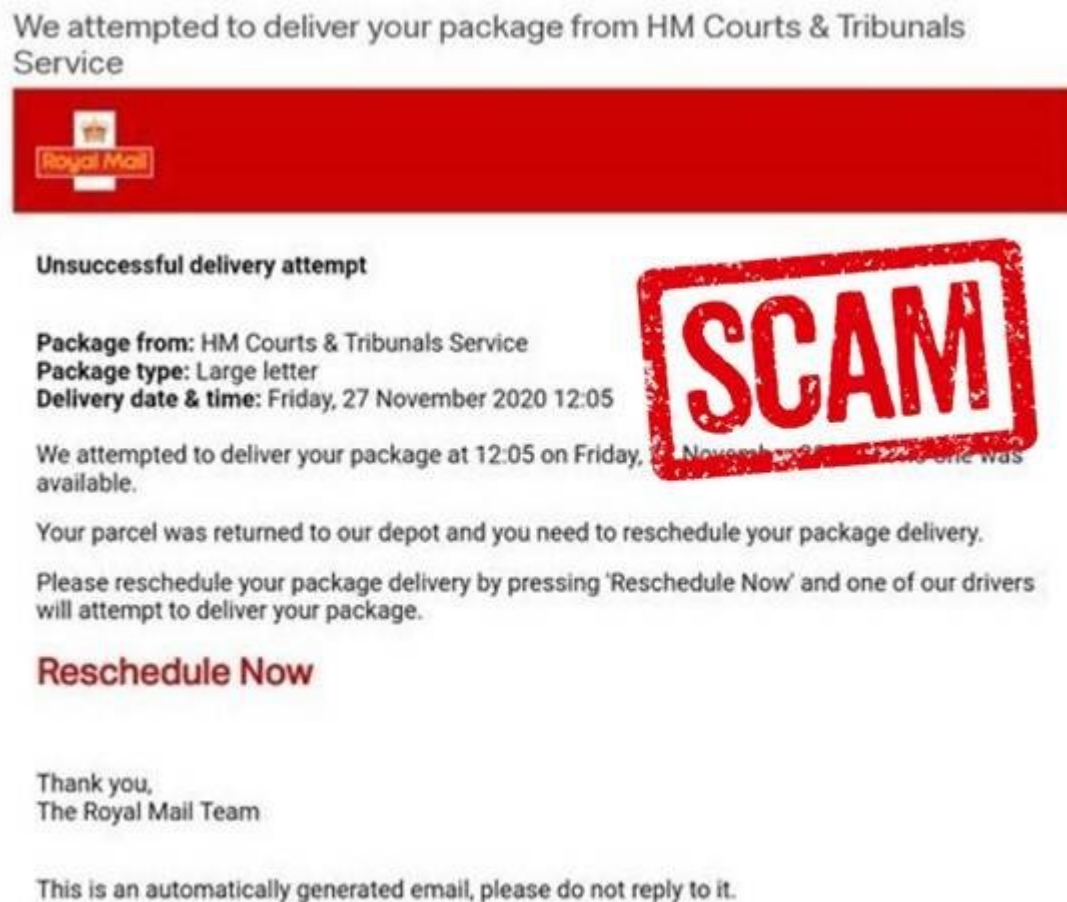
These emails are **fake** and are not from DPD. These emails are phishing emails designed to steal your personal information and money.

Our advice is **always** be wary of claims made in unexpected email approaches and **never** click on links or open attachments if approached in this way.

You can report suspicious emails received to us via our partners the Citizens Advice consumer helpline on **freephone 0808 223 1133** or forward them to the National Cyber Security Centre on [report@phishing.gov.uk](mailto:report@phishing.gov.uk)

## Scam Alert – Emails claiming to be from 'Royal Mail' – 8 December 2020

We are again warning about emails circulating claiming to be from Royal Mail.



The email claims that you have missed a delivery from 'HM Courts & Tribunals Service' and provides a link to 'Reschedule Now'.

The email is **not genuine** and is not from Royal Mail. Often these scam messages will make claims, in this case that the letter is court related, in an attempt to persuade more people to interact with it.

Our advice is **always** be wary of claims made in unexpected emails and **never** click on any links or open attachments.

You can see further examples of fake Royal Mail emails and how to report ones received to them on the [Royal Mail website](#).

You can report suspicious emails received to us via our partners the Citizens Advice consumer helpline on freephone **0808 223 1133**.

## **News Alert – Avian influenza (bird flu) new housing measures across Great Britain for poultry and captive bird keepers – 7 December 2020**

Due to the heightened risk of avian influenza, new housing measures for poultry and captive birds will be introduced from 14 December 2020 in England, Scotland and Wales.

Updated advice for poultry and bird keepers can be found on the [GOV.UK website](#).

## **Information Alert – Scamnesty 2020 week one – lotteries and prize draw scams – 7 December 2020**

We are proud to support the Friends Against Scams Scamnesty 2020 campaign.

Have you received post telling you you've won a lottery and all you need to do to claim the prize is send a small administration fee? This is a sign of a lottery scam.

Take a stand against scams and send your scam mail to the Friends team. Find out more on the [Friends Against Scams Scamnesty 2020 website](#).

## **Information Alert – Door to door sales – 4 December 2020**

In tiers 1, 2 and 3, retail door-to-door sales should not be taking place, and sales activities should be conducted remotely (such as by phone, online, or mail).

Details of this restriction can be found in the guidance available on the [GOV.UK website](#).

You can report any concerns about a business complying with the coronavirus restrictions by contacting us via the Citizens Advice consumer helpline on **freephone 0808 223 1133**.